

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Mental Retardation and Developmental Disabilities -
Regional Centers and Habilitation Centers

Demographics

		Total State Served ^a			Total Survey Returns		
		Total MRDD Regional Centers/ Habilitation Centers	Total MRDD Regional Centers	Total Habilitation Centers	Total MRDD Regional Centers/ Habilitation Centers	Total MRDD Regional Centers	Total Habilitation Centers
SEX	Male	59.3%	59.1%	63.5%	57.3%	57.1%	59.6%
	Female	40.7%	40.9%	36.5%	42.7%	42.9%	40.4%
RACE	White	77.4%	77.4%	77.1%	85.0%	84.6%	88.5%
	Black	17.5%	17.3%	21.7%	12.9%	13.3%	9.6%
	Hispanic	0.3%	0.3%	0%	0.4%	0.5%	0%
	Native American	0.1%	0.1%	0%	0.8%	0.9%	0%
	Pacific Islander	0.2%	0.2%	0%	0%	0%	0%
	Other	4.5%	4.7%	1.3%	0.8%	0.7%	1.9%
AGE	0-17	40.0%	42.2%	1.8%	1.7%	1.9%	0%
	18-49	47.4%	45.9%	73.1%	74.7%	77.4%	53.7%
	50+	12.6%	11.9%	25.1%	23.6%	20.7%	46.3%

^a The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

		Regional Center Programs Survey Returns				
		Total MRDD Regional Centers	Case Management Consumers Only	Congregate Residential Consumers	In-Home Consumers	Supported Residential Consumers
SEX	Male	57.1%	59.6%	49.3%	51.4%	75.4%
	Female	42.9%	40.4%	50.7%	48.6%	24.6%
RACE	White	84.6%	81.3%	84.5%	87.6%	83.3%
	Black	13.3%	16.4%	13.8%	10.6%	13.3%
	Hispanic	0.5%	0%	1.7%	0%	1.7%
	Native American	0.9%	0.7%	0%	1.8%	0%
	Pacific Islander	0%	0%	0%	0%	0%
	Other	0.7%	1.5%	0%	0%	1.7%
AGE	0-17	1.9%	0.7%	0%	4.2%	0%
	18-49	77.4%	70.8%	71.7%	81.5%	86.2%
	50+	20.7%	28.5%	28.3%	14.3%	13.8%

Sample Size

Information is based on returns from interviews conducted on a random sample of MRDD Consumers.

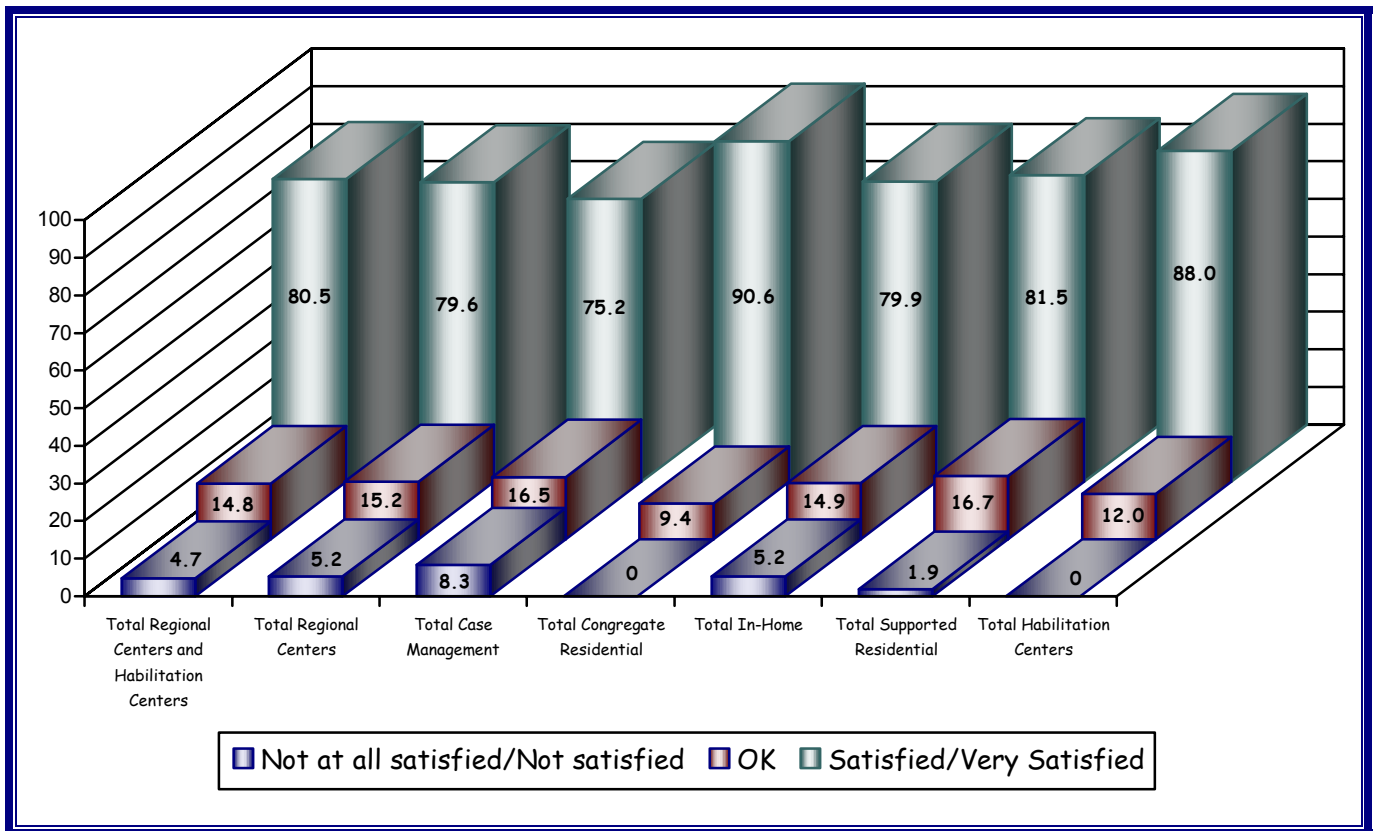
	Number in Selected Sample	Number of Refusals	Number unable to Comprehend	Number unable to be Contacted	Number Interviewed	Percent Interviewed	Percent Contacted ^b
Total State Regional & Habilitation Centers	1063	36	104	228	557	52.4%	62.2%
Total State Regional Centers	989	36	104	228	502	50.8%	61.3%
Case Management Only	376	13	50	139	158	42.0%	55.3%
Congregate Residential	138	4	18	13	75	54.3%	67.4%
In-Home	349	17	18	62	197	56.4%	61.6%
Supported Residential	126	2	18	14	72	57.1%	71.4%
Total State Hab Centers	74	-	-	-	55	74.3%	-
^a These numbers do not include one center.							
^b This represents percentage unable to comprehend and number interviewed.							

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Total Regional Centers and Habilitation Centers	Total Regional Centers	Total Case Management	Total Congregate Residential	Total In- Home	Total Supported Residential	Total Habilitation Centers
1. Are you deaf or hard of hearing?	8.4%	8.0%	9.1%	5.7%	6.3%	12.7%	10.9%
1(a). If yes, do you use sign language?	29.0%	30.8%	20.0%	33.3%	33.3%	42.9%	20.0%
1(b). If yes, did this agency have signing staff?	62.5%	57.1%	62.5%	100.0%	0%	66.7%	100.0%
2. Did this agency use interpreters?	17.4%	17.5%	20.7%	25.0%	5.0%	30.0%	16.7%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.5% of the interviewed consumers who were served by the Division of Mental Retardation and Developmental Disabilities were "satisfied" or "very satisfied" with their services.
- The Consumers in the Regional Center Congregate Residential programs were the most satisfied with 90.6% choosing a "satisfied" or "very satisfied" rating.
- The Consumers in the Case Management only program were the least satisfied with only 75.2% choosing a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How happy are you . . .	Total State Regional Centers and Habilitation Centers	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
with the people who are paid to support you?	4.45 (349)	4.43 (323)	4.23 (91)	4.49 (43)	4.52 (130)	4.51 (59)	4.65 (26)
with how much your support staff know about how to get things done?	4.41 (321)	4.38 (294)	4.36 (87)	4.32 (38)	4.34 (115)	4.56 (54)	4.78 (27)
with how staff and/or case manager keeps things about you and your life confidential?	4.51 (333)	4.52 (309)	4.39 (95)	4.56 (36)	4.58 (125)	4.58 (53)	4.33 (24)
that your plan has what you want in it?	4.45 (299)	4.44 (275)	4.32 (82)	4.58 (33)	4.49 (109)	4.45 (51)	4.58 (24)
with how the case manager and support people are doing what your plan says they should do?	4.41 (321)	4.38 (296)	4.29 (90)	4.41 (34)	4.37 (120)	4.54 (52)	4.76 (25)
that the staff respect who you are? (your family background and values; racial background; your religion)?	4.64 (347)	4.63 (322)	4.52 (104)	4.68 (37)	4.73 (125)	4.57 (56)	4.76 (25)
with the supports and services that you receive?	4.51 (354)	4.49 (329)	4.34 (109)	4.81 (32)	4.49 (134)	4.59 (54)	4.76 (25)
that the services you receive are provided in a timely manner?	4.14 (308)	4.14 (308)	4.11 (99)	4.00 (32)	4.23 (122)	4.09 (55)	-
that the staff treats you with respect, courtesy, caring, & kindness? (H)	4.56 (27)	-	-	-	-	-	4.56 (27)
with your case manager?	4.55 (370)	4.55 (370)	4.46 (119)	4.68 (44)	4.58 (148)	4.53 (59)	-
that where you live is clean and comfortable? (H)	4.54 (26)	-	-	-	-	-	4.54 (26)
that the meals are good, nutritious and in sufficient amounts? (H)	4.29 (28)	-	-	-	-	-	4.29 (28)
<p>The first number represents a mean rating. Scale (items #1-9): 1=Sad/Not happy ... 5=Happy [Two additional responses were possible: "Do not understand" and "Does not apply to me".] The number in parentheses represents the number responding to this item. H - Habilitation Center questions only</p>							

Some of the key findings were:

- The participants in the Division of Mental Retardation and Developmental Disabilities programs were satisfied with the services they received. All service ratings were above the mean rating of 4.00 ("satisfied").
- The highest rated item was that the staff respects who the consumer is (mean of 4.64). The lowest rated item was that services received are provided in a timely manner (mean of 4.14).
- The Congregate Residential participants were most satisfied with services (mean rating of 4.81).

Satisfaction with Quality of Life

How happy are you . . .	Total State Regional Center/ Habilitation Center	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
with how you spend your day?	4.20 (377)	4.20 (377)	4.10 (124)	4.35 (43)	4.28 (151)	4.12 (59)	-
with where you live?	4.35 (384)	4.35 (384)	4.34 (125)	4.43 (46)	4.31 (153)	4.40 (60)	-
with the number of choices you get to make in your life?	4.08 (325)	4.08 (325)	4.04 (106)	4.06 (36)	4.11 (130)	4.09 (53)	-
with the opportunities or chances you have had to make friends?	4.30 (358)	4.30 (358)	4.20 (115)	4.32 (38)	4.35 (148)	4.33 (57)	-
with the health care you receive?	4.40 (351)	4.40 (351)	4.39 (115)	4.37 (38)	4.34 (140)	4.59 (58)	-
with what you do during your free time?	4.28 (355)	4.28 (355)	4.21 (113)	4.60 (40)	4.27 (143)	4.22 (59)	-
with the opportunities that you have had during the last year to do something that you are proud of?	4.28 (286)	4.28 (286)	4.17 (93)	4.50 (28)	4.26 (125)	4.40 (40)	-
How safe do you feel ...							
<i>in this facility? (H)</i>	4.46 (26)	-	-	-	-	-	4.46 (26)
in your home/agency?	4.46 (367)	4.46 (367)	4.47 (121)	4.26 (38)	4.47 (150)	4.55 (58)	-
in your neighborhood?	4.34 (361)	4.34 (361)	4.27 (118)	4.26 (38)	4.32 (148)	4.54 (57)	-
<p>The first number represents a mean rating. Scale: (items #10-16): 1=Sad/Not happy . . . 5=Happy Scale: (items #17-18): 1=Not at all safe . . . 5=Very safe [Two additional responses were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p>							
<i>H - Habilitation Center questions only</i>							

Some of the key findings were:

- The quality of life ratings were similar to the ratings of satisfaction with services of the Division of Mental Retardation and Development Disabilities Regional Centers. No service rating item fell below the mean rating of 4.00 ("satisfied") for the Division.
- The Regional Center consumers were most satisfied with how safe they feel in their home (mean of 4.46) and least satisfied with the number of choices they get to make in their lives (mean of 4.08).
- The Habilitation Center consumers were equally satisfied with how safe they feel in their facility, as those served by the Regional Center (both showing a mean of 4.46).

Comparison by Gender Habilitation Center Consumers Only

There were no significant differences either in the satisfaction with services or quality of life scales.

Comparison of Racial/Ethnic Background Habilitation Center Consumers

There were only two differences found when comparing Caucasian and African American consumers. One related to how much staff knew about how to get things done. The other was how the staff respected their cultural background. In both cases, Caucasians were more satisfied than African Americans.

	White	Black	Significance
with how much the staff knows about how to get things done?	4.91 (22)	3.67 (3)	F(1,24) 6.47, p=.018
with how the staff respect your cultural background?	4.90 (20)	3.67 (3)	F(1,22)12.89, p=.002
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison by Age Habilitation Center Consumers

Comparisons were made between younger adults and those over the age of 50 years. Only one significant finding was made. Those over fifty years of age were more satisfied that their treatment plan was okay.

	18-49	50+	Significance
that your treatment plan was okay?	4.09 (11)	5.00 (12)	F(1,22)9.13, p=.006
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison by Gender Regional Center Consumers Only

Analyses were conducted to determine if there were any differences between male and female respondents. Only one item showed a significant difference. This was a quality of life issue that related to safety in the neighborhood where males were more satisfied with their neighborhood than females.

	Gender		Significance
	Male	Female	
with how safe you feel in the neighborhood?	4.45 (207)	4.19 (143)	F(1,349)4.72, p=.031
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison of Racial/Ethnic Background Regional Center Consumers Only

A comparison was made between Caucasian and African American respondents on the satisfaction items. Only three quality of life issues showed significant differences between the racial and ethnic backgrounds. These were where they lived and how safe they felt in their home/agency and neighborhood. In each case Caucasians felt more satisfied about their situation. The Native American consumers were the least satisfied, but there were only three respondents in this category.

	White	Black	Native American	Other	Significance
with where you live?	4.41 (274)	4.02 (45)	3.00 (3)	5.00 (3)	F(3,324)2.74, p=.044
with how safe you feel in your home/agency?(a, b, c)	4.47 (262)	4.40 (43)	1.67 (3)	5.00 (3)	F(3,310)7.38, p<.001
with how safe you feel in your neighborhood?(a)	4.39 (257)	3.90 (42)	2.33 (3)	4.33 (3)	F(3,304)5.32, p=.001
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Native American. (b) Interaction between Black and Native American. (c) Interaction between Native American and Other.					

Comparison by Age

There were no significant differences either in the satisfaction with services or quality of life scales.

Comparison Across Programs

A comparison was made of the four types of service received (1) case management only; (2) in-home supports; (3) congregate living, and (4) supported residential. There were no significant differences between any of these categories.

MRDD Consumers Subjective Responses

What Like Best About the Program:

The consumers in the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Case Manager/Service Coordinator:

There were many positive comments about the case manager/service coordinators. Some salient ones were:

- *The case manager helps when I need help. It's nice to know there is someone I can call when I need help and support.*
- *My case manager treats me with respect like he would treat another person.*
- *I like my service coordinator - She comes by to see me and takes me out to dinner.*
- *I feel service coordinator is personally concerned.*

Choices:

Another statement made by many consumers was the amount of choice in their lives. *Services give me freedom to make choices and protects me from dangerous people. Some felt it was ability to choose, make own choices* that was the best part of the system. Another *just like making choices.*

Volunteering:

There were some people who described *volunteering. Another like things we are doing, volunteering.*

Outings:

Many consumers liked their inclusionary activities - those done in the community. *Going out to town and buying things.* For another it was *going out to eat.* Yet another, *going out in the community doing things and working on supervised line to make money.*

Working:

Jobs had a prominent place in the comments made by consumers. *Like going out with job coach and spending the day out - not at home watching TV.* Another person *liked the workshop.*

Independence:

Many of the services of the Division of MR/DD provided independence to the people served. This was appreciated. *Like the way people help me to become independent.* Another felt, *I have lots of freedom and choices about what I do.* For another, *I can do what I please.*

Friendship Network:

The friendship network is critical to all people, including those with disabilities. One person liked *the chance to be around my friends*.

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

More Time in the Community:

While many remarked that they liked their community time, many individuals wanted more time in the community *would like to go out in the community more*. Some wanted to *get out more and meet new people*.

Jobs:

There were a number of individuals who wanted a job. *Would like to get a job and someone to help me maintain it*. Another person wanted *a job and I want control of my money*. One person would *like to learn a new job*.

More Time with Case Manager/Service Coordinator:

While some consumers talked about the time they spent with their case manager/service coordinator, some individuals wanted more time. *Would like to see my service coordinator more often*. Another wanted *more time with service coordinator*. *I wish she would see me at work and how I'm doing*. *I want her to come by and surprise me at my home once in a while and I don't want my phone calls limited*.

Independent Living:

There were some people who wanted more independent living situations. *Move me out on my own*. Several wanted more independent settings *would like to live in an apartment instead of a boarding home and want to move out of group home*.

Transportation:

Transportation is often difficult, especially in rural areas. *Transportation to and from work* was one recommendation. Another wanted *transportation provided to the services*.

Programs:

Some individuals wanted different programs than the ones they had. *Would like to have more 'programs' or 'get into more programs.'* They wanted *earlier activities*. *I go to bed by 9:00 PM*. Another person *just need to get out more, more places to go, things to do*. *I'd like to take classes on parenting*.

MRDD Habilitation Center Consumers

Subjective Responses

What Like Best About the Program:

The consumers in the Habilitation Centers of the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific responses. Some of the salient comments have been summarized below:

Staff:

One of the most frequent positive remarks was made about the staff. *People know me and care about me.* For another, *the people respect and like me.*

Contact with Family:

The contact with the family was also noted. *Get to call mom.* Another *go home with my brother.* Finally, *seeing my family when they visit at parent day.*

Work:

Some of the respondents had a job that they liked. *Having money from my job.* For another, *I have a good job.*

Outings:

The outings outside the facility were appreciated. *Going out to eat and haircuts and style in town.*

Choices:

For one person, it was *the choices I receive in my free time* that was noted as the most positive aspect of services.

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

Staff:

Several consumers wanted some changes in their staff and their attitudes. *Having the staff realize I am more slower now.* Another just wanted *more direct contact.* Another person wanted *more staff* to be able to go out more.

Food:

The food was mentioned by several residents. One wanted *more coffee breaks*. Another requested *more variety in meals*.

Activities:

There were some requests for *more activities*. Typical of this was *would like to go out more on picnics and van rides*.